

So you've taken the Administrator Certification Exam...What's next?

Your exam will be scored within 7 days by exam analysts using an automated process that transfers your results to a web-based application and interactive voice recognition software program.

After **7 days** have passed, you may call our automated line at (916) 653-9300 (option #2) to retrieve your exam results. You will need to provide your social security number and birthdate in order to obtain your exam results.

Please note: If you did **not** provide your social security number **and** birthday on your answer sheet, you will **not** be able to use our automated line to retrieve your results.

What happens if I pass the exam?

The Administrator Certification Section (ACS) will mail out an Administrator Certification Exam Results letter to examinees that pass the exam. **Please note:** If you do not receive an Administrator Certification Exam Results letter within 14 days of taking the exam, you must contact ACS. (See reverse for ACS contact information)

What if I didn't pass?

If you did **not** pass the exam, ACS will mail out a letter to inform you that you did not pass. You have 60 days from the date you completed your Initial Certification Training Program to pass an exam. You will need to check to find the next exam date on our testing schedule at:

<http://www.cdss.ca.gov/Portals/9/ExamSched.pdf>.

Please note: All potential administrators are limited to three (3) attempts to pass the Administrator Certificate exam.

What is the next step to becoming a Community Care Licensing facility administrator?

Within 30 days from receipt of an Administrator Certification Exam Results letter, you must complete and submit an initial application packet, with current forms printed from our website, including:

- A copy of your Administrator Certification Exam Results letter;
- A copy of your extension approval letter, if applicable;
- [LIC 9214](#) – Initial Application for Administrator Certification;
- A check or money order in the amount of \$100, payable to the **Department of Social Services** (please include your certificate number in the memo area);
- A copy of your Certificate of Completion of the Initial Certification Training Program, or documentation verifying qualification for an exemption, if applicable;
- [LIC 508](#) Criminal Record Statement (see background check info below).
- [LIC 9163](#) Live Scan form (see background check info below);
- If applicable, for RCFE applicants only, a copy of your current Nursing Home Administrator license

What steps are involved in the background check process?

As part of the background check process, you must obtain a criminal record clearance by submitting a completed [LIC 9163](#) Request for Live Scan form for a statewide (Department of Justice) and national (Federal Bureau of Investigations) criminal background check. If you are applying for a Group Home or Short-Term Residential Therapeutic Program certificate, you must also clear a Child Abuse Index Check (CACI). Call 1-800-315-4507 to locate an office near you.

Please note: If you are currently employed at a facility licensed by the Department, you may already have a criminal record clearance. Please contact ACS to verify. ***If you have a current criminal***

record clearance, please print your ID# at the top of your Administrator Certification Exam Results letter. If you are *not currently associated to a facility*, please use the correct ACS “dummy” number (listed below) as the facility number in box 6, and use the California Department of Social Services as the facility/employer in box 7 on the Live Scan form (LIC 9163).

<u>Facility Type</u>	<u>Dummy #</u>	<u>CDSS Address</u>
Short-Term Residential		
Therapeutic Program (STRTP):	345566666	California Dept. of Social Services
Group Home (GH):	345577777	P.O. Box 944243, MS 9-15-62
Adult (ARF):	345599999	Sacramento, CA 94244-2430
Elderly (RCFE):	345588888	

In addition to the submission of the LIC 9163, you must complete a [LIC 508](#) Criminal Record Statement form. If you’ve ever had a criminal record conviction, you must provide a written statement describing the circumstances regarding the crime(s).

Please note: The criminal record clearance (LIC 9163) requirement is different than the criminal record statement (LIC 508). **Both forms are required.**

More questions on background check procedures?

You can check the process and find out more information at this link:

<http://www.cdss.ca.gov/inforesources/Community-Care/Caregiver-Background-Check/Background-Check-Process>

What do I do after I have submitted a complete application package?

When ACS receives the application package, we will process the fee payment and place your application in the queue to be reviewed. Applications are reviewed on a first-come, first-served basis. You may check to see which applications are being reviewed based on the date received, by checking the ACS website at http://www.cdss.ca.gov/inforesources/CCLD_ACS.

How long should I wait before I contact ACS about the status of my application?

Always check our website to determine which applications we are currently reviewing. If the date you believe we received your application has passed and you have not received any communication from us, please give us a call or send an email. (See below for ACS contact information)

What are the most common reasons for an application to be deemed incomplete?

- *Payment:* no payment, blank date on check, no signature;
- *Incomplete documents:*
 - o LIC 9214 – Leaving question(s) 1-4 blank, forgetting to sign and date, failing to check “yes” on question #4, when applicable.
 - o LIC 9163 – Leaving box #2, 3, 5, 6 and/or 7 blank or incomplete.
 - o LIC 508 – Using incorrect form (see website for current forms), leaving the facility name and/or number blank, forgetting to sign and date both pages, failing to disclose **any** conviction.

Contact Us!

The Administrator Certification Section
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Sacramento, CA 95814
Phone: (916) 653-9300

Email: AdminCertInfo@dss.ca.gov

Website: http://www.cdss.ca.gov/inforesources/CCLD_ACS